

# ServiceLink Annual Report State Fiscal Year 2005

July 1, 2004 to June 30, 2005



**Connections for Independent Living  
and Healthy Aging**

**Call us Toll Free 1-866-634-9412  
or Visit us at: [www.servicelink.org](http://www.servicelink.org)**



## VISION

ServiceLink envisions communities that empower and support citizens to make personal decisions, plans and social connections that allow them to live as independently and fully as possible.

## STATEMENT OF PURPOSE

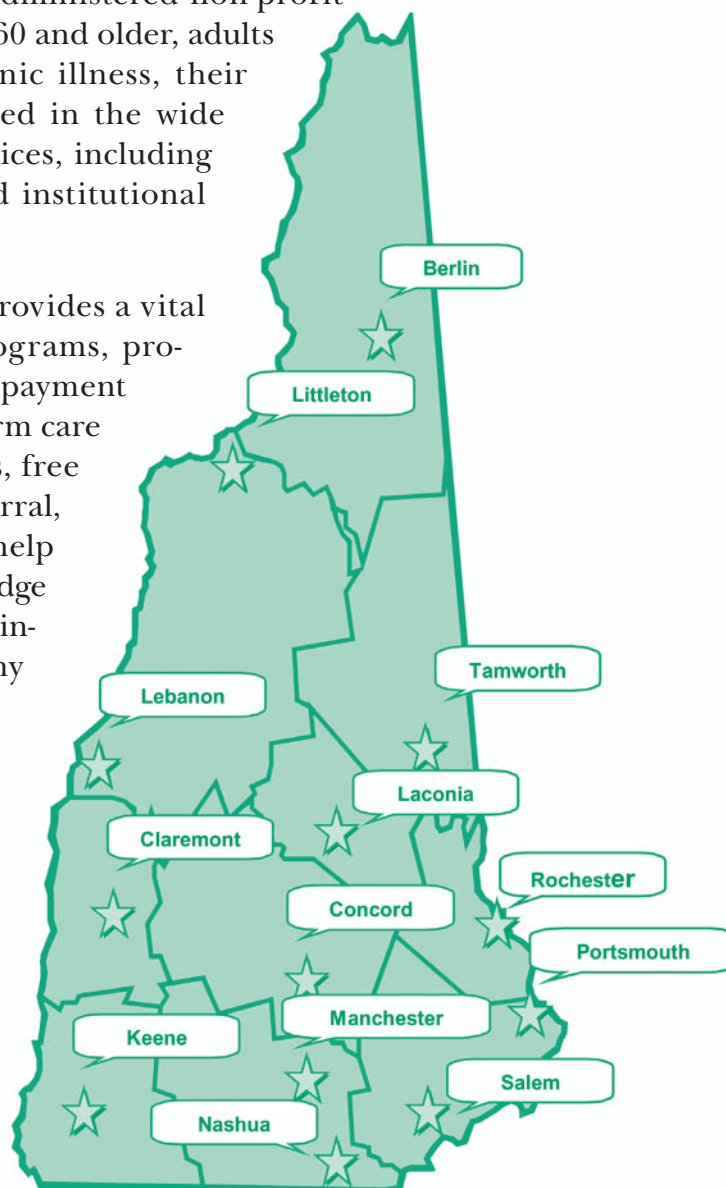
New Hampshire ServiceLink is a network of thirteen community based ServiceLink and ServiceLink Resource Centers and forty satellite offices with the common purpose of providing information, referrals, and assistance to connect older adults, adults living with disabilities, their families, and caregivers with resources in their communities.

# NEW HAMPSHIRE SERVICELINK & SERVICELINK RESOURCE CENTER

It has been a year of growth for New Hampshire's (NH) ServiceLink network. Building upon existing services, the community based ServiceLink Network has expanded and matured into a responsive and dynamic community resource for NH's seniors, disabled adults, and their families. It is the intent of this State Fiscal Year 2005 (SFY 05) ServiceLink Annual Report to summarize these advances, this year's challenges and accomplishments, as well as goals for the future.

Since its inception in the year 2000, ServiceLink has developed into a successful public/private partnership between the NH Department of Health and Human Services and a network of locally administered non-profit agencies to serve consumers age 60 and older, adults living with a disability or chronic illness, their caregivers, and anyone interested in the wide range of long-term support services, including in-home, community-based, and institutional services and programs.

For these people, ServiceLink provides a vital "link" to information about programs, providers, insurance coverage, and payment options that make up the long-term care system. At ServiceLink locations, free and confidential information, referral, and assistance are available to help consumers in securing the knowledge and connections necessary to maintain independent living and healthy aging.



# SERVICELINK FOUNDATIONS...

## A VISION IS REALIZED

In Carroll County, a ServiceLink specialist assists local elderly and disabled consumers to learn more about property tax relief. In Belknap County, a final “edit” is given to a *ServiceLink* newspaper column that addresses questions relating to aging and disability. In Coos County, a ServiceLink staff person introduces an elderly volunteer short on funds to an organization that assists seniors to complete applications for “paying” jobs.

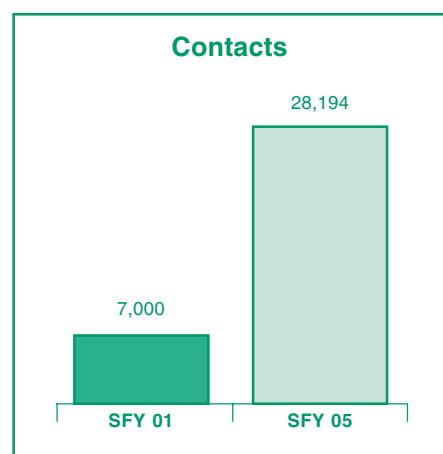
In cities and towns throughout NH, ServiceLink realizes its vision by connecting people with information and supports that help them live fully, learn more about their options and make plans for the future. One toll free call is all it takes to be connected to a local ServiceLink site anywhere in the state.

### Connections and Education

ServiceLink(SL) programs provide:

- Toll-free access to information;
- One-on-one counseling and assessment of needs in the SL office or in a community setting;
- Education on home-care, housing options, prescription drugs, healthcare benefits, employment issues, financial/retirement planning, wellness, and disease management;
- Assistance accessing services and help in taking the next steps;
- Information on volunteering and volunteer opportunities
- Family Caregiver Supports;
- Medicare Learning Centers;
- Information about long-term support options.

**Table 1: Contacts Chart**



The Contacts Chart demonstrates a 75% increase in program activity since SFY 2001. The number of total contacts for SFY 2005 includes the number of consumers who contacted ServiceLink by telephone, in writing, by email, or by going into the office or attending educational activities.

As evidenced by table one, ServiceLink continues to meet the challenge of becoming the single point of entry for NH citizens seeking information, referral, assistance, and education for long-term supports. While utilizing objective outcome measures to track program effectiveness, the Network has worked to increase use of the ServiceLink website [www.servicelink.org](http://www.servicelink.org) and to increase public awareness of ServiceLink resources such as the Medicare Learning Centers and the NH Family Caregiver Support Program.

## ...AND SERVICELINK EXPANSION

In 2003, the Elderly and Adult Services (BEAS), took another step toward realizing ServiceLink's vision of becoming a highly trusted resource where people can go for unbiased information by implementing a more comprehensive "one-stop shop" model.

The Bureau of Elderly and Adult Services in Partnership with the University of NH (UNH) received a three-year, \$800,000 grant, funded through the federal Administration on Aging (AoA) and Centers for Medicare & Medicaid Services (CMS). This grant supports this expansion in the development of an Aging and Disability Resource Center (ADRC) program. The purpose of the ADRC is to help consumers to learn about a full range of long-term supports ranging from home and community based care to nursing facility care and to streamline access to services by becoming a single point of entry to programs and benefits for both public and private pay consumers.

By building upon the ServiceLink foundation, the grant assisted NH to effectively integrate long-term care assessment and counseling, and other DHHS activities, into the existing ServiceLink Network. In December 2004, pilots were launched in Strafford and Belknap Counties as ServiceLink *Resource Centers (SLRC)*.

The expansion of ServiceLink to ServiceLink Resource Centers now provides consumers with:

- A single point of entry to public programs including Medicaid funded in-home care and nursing home care;
- Eligibility screening, and assessment Medicaid;
- Counseling to help people to plan ahead for their long term care needs;
- Centralized resource management, data collection, and evaluation.

The ServiceLink Resource Center staff consists of the following staff:

- Resource Center Manager;
- Long Term Support Counselor;
- Information & Referral Specialist.

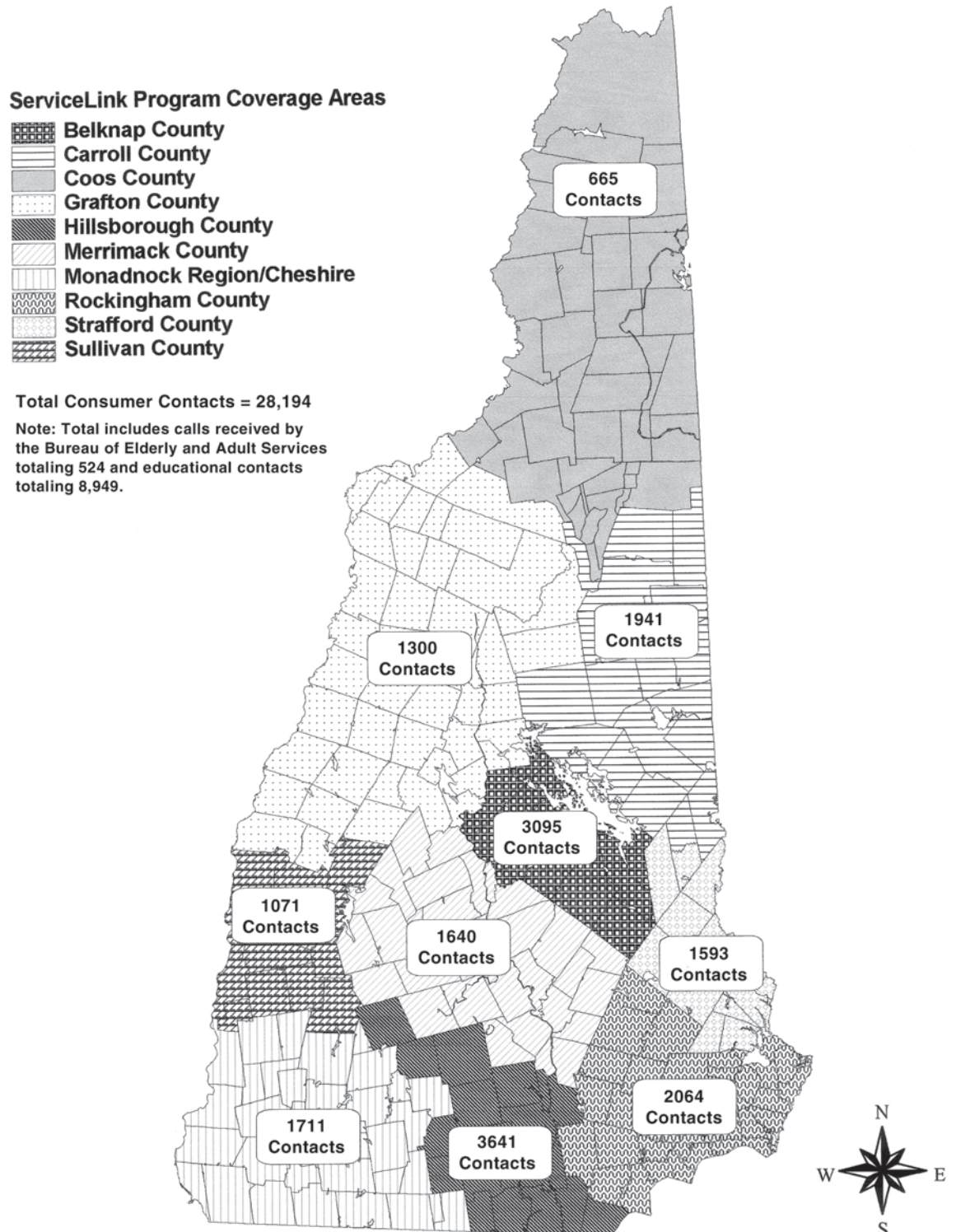
Staff members are trained in national information, referral, and assistance standards through the Alliance of Information and Referral Systems (AIRS).

A nurse is co-located at the SLRC for medical assessments required for public programs, including Medicaid long-term care.

Since the successful launch of the Strafford and Belknap County Resource Centers, other counties are slated to follow. Starting in January 2006, Merrimack County (Concord), Hillsborough County (Manchester and Nashua), and the Monadnock Region (Keene) will begin to expand into ServiceLink Resource Centers. By August 2006, the ServiceLink Resource Center model will be implemented in all counties.

# SERVICELINK & SERVICELINK RESOURCE CENTER HIGHLIGHTS...

## Total Contacts by ServiceLink Location; SFY 05



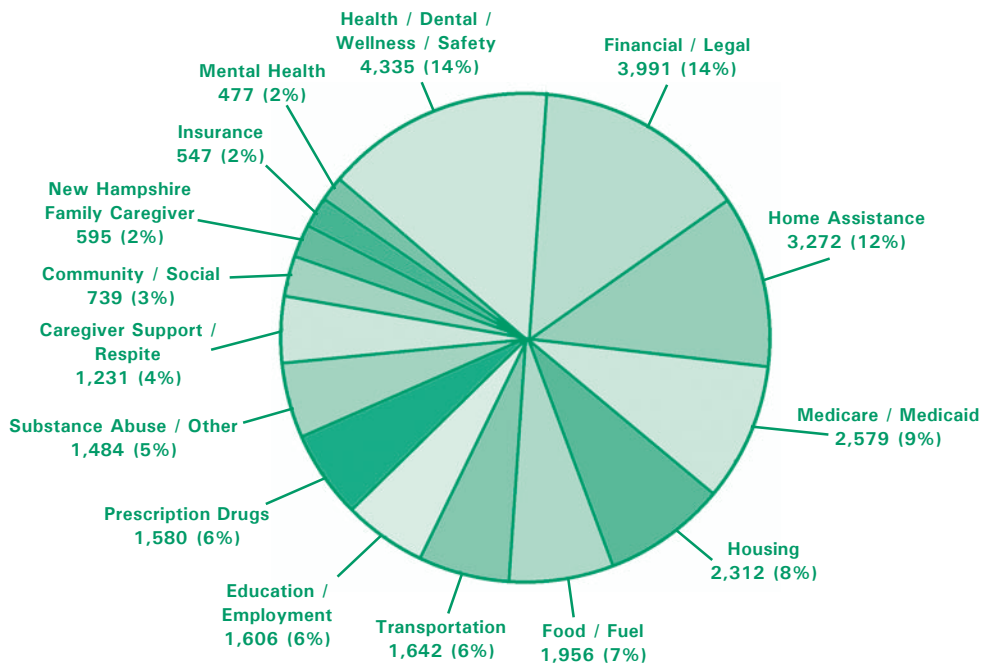


# ...AND CONNECTIONS

Through information, referral and assistance ServiceLink ensures that individuals and families throughout New Hampshire are able to identify connections to available services. Since 2000, the network has enabled over 70,000 consumers to access needed services. In additions to these connections the ServiceLink Network has been able to identify unmet needs in many areas of the state. The following are charts depicting the categories consumers have inquired about over this past state fiscal year as well as the unmet needs that have been identified.

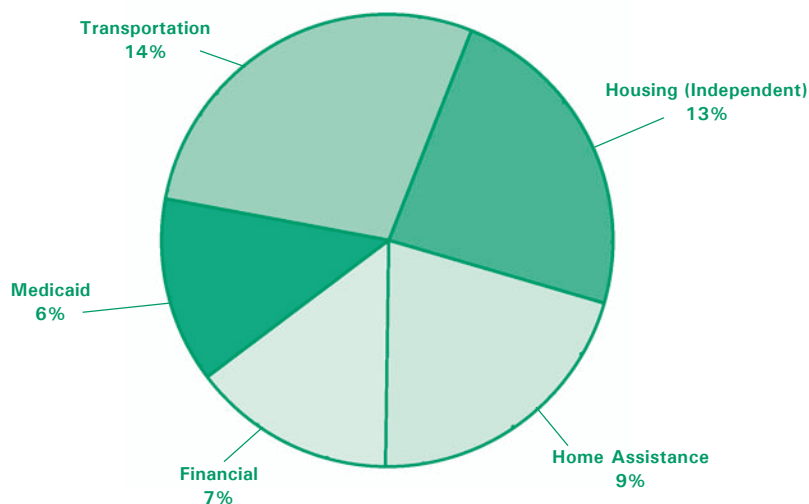
## Connections by Category SFY 05

Total = 28,345



Connections are defined as services that were successfully referred and or utilized by the consumer resulting in the consumers needs, at the time of contacting ServiceLink, being met.

## Top 5 Unmet Needs by Category



The remaining 51% represent categories that totaled 4% or less.

## STORIES FROM THE COMMUNITY

### **Ella Returns Home:**

Ella was a private-pay resident in a nursing facility. Ella desperately desired to return to her home in the community, but had no family living in the area. Her doctor advised against returning home alone and Ella lacked the information and local support needed to develop a discharge strategy. ServiceLink staff met with Ella in the nursing facility and communicated with family and friends to assist Ella in developing a strategy to leave the institution. By coordinating with home care providers in the area, ServiceLink was able to successfully craft a plan for returning home that both medical professionals and family members could support.

### **Linda Maintains Her Independence:**

Linda had lost her ability to drive due to a medical condition. Her search for transportation to medical appointments three times a week left her filled with anxiety and frustration. ServiceLink connected Linda with an organization that provided the transportation she needed on a regular basis, as well as helping her to arrange for additional services and support. Linda credits the arrangement with preserving her independence and quality of life.

## NH FAMILY CAREGIVER SUPPORT PROGRAM UPDATE...

The New Hampshire Family Caregiver Support Program administered by the BEAS in partnership with the ServiceLink Network provides support services for family caregivers statewide. The aim of the program is to provide information, education, counseling and access to services that help family caregivers. Through the supports offered by this program many families are able to continue to provide care at home to elderly family members, often preventing or delaying nursing home placements.

During the past year ServiceLink:

- Assisted 3,694 caregivers identify and obtain local supportive services.
- Conducted 152 NH Family Caregiver educational activities.
- Enabled 1,501 consumers to participate in those activities.

Merrimack County ServiceLink held their first annual resource fair for grandparents in March. There were 20 exhibitors on hand to inform and educate the twelve families who attended. Merrimack County ServiceLink is looking forward to a larger crowd next year.

*“Once again I feel fortunate as a caregiver to receive help. I did not realize until I started to use adult day care how beneficial this is for the caregiver and in return the patient. Again, many thanks...”*

*– Lorraine Duval*

*“It is nice to know that there are folks watching out for us.”*

*– Herb Nickless*



## MEDICARE LEARNING CENTERS

People can access Medicare information through the Medicare Learning Centers located at ServiceLink sponsored sites. Each location includes a library of Medicare publications, as well as a computer with Internet access to Medicare and other informational web sites pertaining to aging and caregiving. The objective of the Medicare Learning Center is to empower individuals to make informed decisions regarding their Medicare options. This year, ServiceLink Medicare Learning Centers continue to experience over a 50% increase in use.



The ServiceLink Network has started looking ahead to the upcoming changes in Medicare anticipated in SFY 2006. ServiceLink plans on partnering with the HICEAS program and the Statewide Medicare Coalition in preparation for Medicare Part D enrollment. ServiceLink staff will become HICEAS trained and HICEAS volunteers will be utilizing the Medicare Learning Center for Part D enrollment activities.

# YOU ARE YOUNG AT ANY AGE IF YOU ARE PLANNING FOR YOUR FUTURE

Personal responsibility and choice are the cornerstones of the ServiceLink program. In SFY 05 ServiceLink held over 378 education sessions. Through these sessions, 8,948 people learned the importance of making plans to ensure their independence for the future. Examples of sessions include a variety of wellness/prevention topics, long term care planning, financial planning, caregiver support, and volunteer opportunities. As a result, ServiceLink has made a positive impact in the lives of thousands of people. The following stories are prime examples of the value ServiceLink provides to people throughout NH.

These pictures were captured at the 4<sup>th</sup> Annual Senior Wellness Festival in Laconia. The festival had over 50 exhibitors, and several workshops. Topics of the workshops included: Fraud/Scams and Identity Theft, Consumer Debt, Caregiving 101, and the Medicare Prescription Drug Plan.



The Family Caregiver Network was created in partnership with NH Family Caregiver funds. Their Mission Statement is: The Family Caregiver Network (FCN) is committed to improving the quality of life of caregiver individuals and families by supporting, empowering, educating, and advocating for those who care for chronically ill, aged, or disabled loved on.

# SUCCESSFUL COMMUNITY PARTNERSHIPS

The ServiceLink team cares deeply about the community they serve. Staff takes pride in being responsive to their consumers and more especially in knowing that their consumers trust the team to help them make good decisions. There are many conscientious and caring ServiceLink team members and volunteers working throughout the state.

The following is evidence of the ServiceLink team's successes.

In SFY 2005 ServiceLink:

- Responded to over 28,335 inquiries, 19% increase from SFY 2004.
- Contributed 9,812 hours in volunteer time.
- Met with over 2,341 consumers in their home or community setting because they were unable to travel to the ServiceLink office.

ServiceLink and ServiceLink Resource Centers respond to community needs by undertaking projects as varied as the population they serve. A sampling of these projects follow:

Hillsborough County ServiceLink partnered with Easter Seals *Seniors Count* to help coordinate Fall & Spring Clean-Ups. This project matched local volunteers with seniors in the community who needed raking and other yard work. The Hillsborough ServiceLink office took information from 314 seniors citizens requesting assistance and funneled this information to the Seniors Count project. Dennis Hett, ServiceLink Program Director, reports that the office is developing a database of seniors requesting the service, and that next year the annual clean up is expected to grow even more.

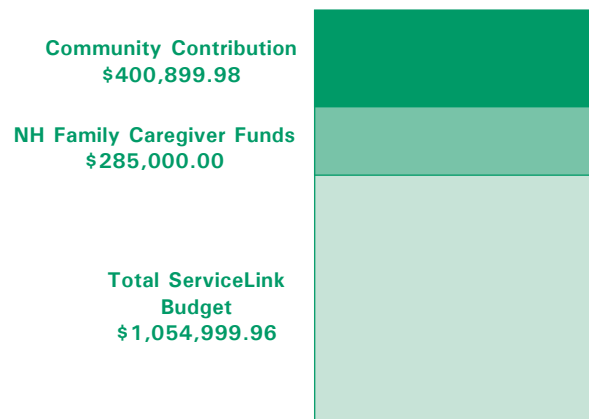
For the fourth year in a row, a Senior Wellness Festival was hosted by Belknap County ServiceLink Resource Center. The annual festival is designed to educate the community on a variety of issues relating to long-term care planning. The 300+ participants who attended this year's festival were a diverse group, as reported by ServiceLink Center Manager, Lisa Morris. Festival participants were treated to free 1:1 counseling from professionals in the area of nutrition, law, Medicare, and pharmacy services. In addition, sessions featured such topics as "Cooking for One" and "Mind Aerobics" were very popular.

In Merrimack County, a *Family Caregiver Resource Guide* was developed in partnership with ServiceLink and the Merrimack County Family Caregiver's Coalition. It was the intent of the guide to help caregivers to better understand their role as caregivers, to be more aware of the current and future needs of the person for whom they are caring, to learn how to deal with financial and legal issues, and to make care giving a more positive experience. Topics in the guide also include such areas as understanding living options, emergency and safety needs, and health and wellness issues.

# SUCCESSFUL COMMUNITY PARTNERSHIPS

ServiceLink has been successful in building community partnerships that ensure local support and integration of beneficial services throughout NH. This success is in part due to the support of DHHS and the State of NH as well as the support given by private and non-profit provider agencies and local businesses. These local community partners around the state share in the vision of ServiceLink and actively aid the program by contributing support in the form of skill, time, space, and equipment. This chart demonstrates the measure of support for ServiceLink on a public and private level.

## ServiceLink SFY 05 Revenues



The total ServiceLink operating budget for SFY 2005 was \$1,054,999.96. This included the expansion of two counties as ServiceLink Resource Centers.

The Bureau of Elderly and Adult Services requires a 25% match of ServiceLink program funding. The community exceeded this with a 38% match.

Without this support ServiceLink would not exist and would not continue to thrive. The following is a list of community partners from around the state:

A Safe Place  
 Age Quest Elder Care Strategies LLC  
 Alliance of Human Services  
 Alzheimer's Health Care Services  
 Androscoggin Valley Hospital  
 Area Agency of Nashua  
 Ask-A-Nurse, Catholic Medical Center, Telephone Reassurance Program  
 Avis Goodwin Community Health Center  
 BEAS District Office: Conway  
 BEAS Manchester District Office  
 BEAS, Nashua District Office  
 Belknap County Citizen Agency  
 Belknap County Nursing Home  
 Belknap-Merrimack County Community Action Program  
 Berlin Housing Authority  
 Berlin IGA  
 Bow Mills Bank and Trust  
 Bradford Senior Center  
 Bristol Area Senior Services  
 Caring with a Heart  
 Carroll County Health and Home Care Services  
 Carroll County HealthLine  
 Carroll County Mental Health  
 Carroll County Retired Senior Volunteer Program  
 Castle Springs Water  
 Catholic Medical Center  
 Centennial Senior Center  
 Center Harbor/Moultonborough Caregivers  
 Charlestown Senior Center  
 Cheshire County Government  
 Child and Family Services  
 Child Development Center  
 Citizen donations  
 City of Manchester Elderly Services Department

City of Nashua Health Public Health & Community Services Department  
 Claremont Senior Center  
 COAST Transportation  
 Colby Commons – Colebrook  
 Community Council of Nashua  
 Community Health and Hospice  
 Community Health Services  
 Community House Calls  
 Community Partners  
 Community Transportation  
 Concord Grandparents Support Group  
 Concord Regional Visiting Nurses Association  
 Congressman Charlie Bass  
 Connecticut Valley Home Care  
 Consumer Voice  
 Crotched Mountain  
 Crotched Mountain Community Care  
 Dartmouth Hitchcock Medical Center, Lebanon  
 Department of Health and Human Services, Bureau of Elderly and Adult Services  
 Department of Health and Human Services, Salem DO  
 Developmental Services of Sullivan County  
 DHHS District Office – Concord  
 Dover Adult Learning Center  
 Durham Housing Association  
 Earl M Bourdon Center  
 Easter Seals New Hampshire  
 Echo Valley Housing – Pittsburg  
 Elliot Hospital, Senior Health Center  
 Fix-It Program, Manchester  
 Forestview Manor  
 Foster Grandparents  
 Friendship Club for the Physically Handicapped  
 Frisbie Memorial Hospital

## Continued list of partners.

Genesis, Behavioral Health  
 Gibson Center for Senior Services  
 Gilford Lion's Club  
 Goodfellas  
 Gorham Senior Programs  
 Grafton County Senior Citizens Council, Inc  
 Granite State Dairy  
 Granite State Independent Living  
 Great Bay Red Cross  
 Groveton Senior Meals  
 Head Start  
 Heritage Case Management  
 Hillsborough County Attorney Marguerite Wageling  
 Hillsborough County Sheriff's Department  
 Home Instead Senior Care  
 Homemakers of Strafford County  
 Horse Meadow Senior Center, North Haverhill  
 HUB Family Support Center  
 Info Link  
 Ingram Senior Center  
 John H. Whitaker Place  
 Jolicoeur School  
 Joyce Austin  
 K&L Candy  
 Kearsarge Council on Aging  
 Keene Housing Authority  
 Laconia Citizen  
 Laconia Housing Authority  
 Lake Sunapee Region Visiting Nurses Association  
 Lakes Region Community Service Council (LRSCS)  
 Latin American Center  
 Lebanon Housing Authority  
 Linwood Area Senior Services, North Woodstock  
 Littleton Area Senior Center  
 Longevity Planning  
 LRGH  
 LRGH Auxiliary  
 LRGHealthcare  
 Manchester Housing Authority, Senior Outreach  
 Manchester Lions Club  
 Manchester Police  
 Manchester Regional Area Committee on Aging  
 Manchester Transit Authority  
 Manchester West High School – National Honor Society  
 Martin, Lord and Osmand Law Offices  
 Mascoma Area Senior Center, Canaan  
 McIntyre Apartments – Whitefield  
 McLane, Graf, Raulerson & Middleton Professional Assoc.  
 Mental Health Center of Greater Manchester, Elder Wrap  
 Meredith Village Savings Bank  
 Merriam Graves  
 Merrimack County Area Committee on Aging  
 Merrimack County Nursing Home  
 Merrimack Senior Activity Center  
 Merriman House Nursing Home  
 Milford VFW Meal Site  
 Millette Manor  
 Monadnock Family Services  
 Moultonborough Visiting Nurses  
 Moultonborough Senior Meal  
 My Friend's Place  
 Nashua Police  
 Nashua Senior Activity Center  
 Nashua Transit Authority  
 New Beginnings  
 New England Emergency Response  
 New Hampshire Farm Bureau  
 New Hampshire Legal Assistance  
 New Hampshire Technical Institute  
 New Hampshire Vocational Technical College-Laconia Campus  
 New Horizons for New Hampshire  
 New London Hospital  
 Newport Chamber of Commerce  
 Newport Senior Center  
 North Country Cares  
 North Country Elderly Services  
 North Country Senior Action  
 North Country Transportation  
 Northern Lights Housing – Berlin  
 Northern Strafford County Health & Safety Council  
 Northern White Mountain Chamber of Commerce  
 Orford Area Senior Services  
 Ossipee Concerned Citizens  
 Our House  
 Parkhurst Place  
 Parkland Medical Center  
 Parks – Tuttle Financial Services, LLC  
 Parrott Avenue Place  
 Patrick's  
 PC Coach  
 Pelham Senior Center  
 Pilot Health, LLC  
 Pittsfield Senior Center  
 Plymouth Regional Senior Center  
 PR Promotions  
 Prime Time, Catholic Medical Center  
 REAP / Center for Life Management  
 Retired and Senior Volunteer Program of the Upper Valley  
 and White Mountains  
 Richard Highter  
 Riverbend Child and Family Services  
 Rockingham County Nursing Home  
 Rockingham Nutrition and Meals on Wheels  
 Rockingham VNA and Hospice  
 RSVP  
 RSVP of Coos County  
 Sandwich Caregivers  
 South Western Community Services Head Start  
 Seacoast Geriatrics  
 Seacoast Hospice  
 Seacoast Mental Health Center  
 Senior Legal Advice Line  
 Seniors Count  
 Sexual Assault Support Services  
 Shaw's Supermarket  
 Silverthorne Adult Medical Day Program  
 Sisters Three  
 Southern New Hampshire Medical Center – 55PLUS  
 Southern New Hampshire Services  
 Southern Strafford Community Health Coalition  
 Southwestern Community Services  
 Special Transportation Services – STS  
 St. Joseph Community Services  
 St. Joseph Hospital – SAGE  
 Strafford County Community Action  
 Sugar River Mills Housing  
 Sullivan Terrace  
 Tamworth Caregivers  
 Tamworth Community Nurse Association  
 Taylor Community  
 The Community Council of Senior Citizens  
 The Family Resource Center in Gorham  
 The Friends Program  
 The Memorial Hospital  
 The United States Postal Service  
 TLC Medical Day Care for Adults  
 Town of Londonderry, Londonderry Senior Center  
 Town of Salem, Ingram Senior Center  
 Tri County Community Action Program: Carroll County  
 Tri-County CAP Senior Meals  
 Trusting Hands Home Health  
 Twin Rivers Intergenerational Program  
 Under One Roof  
 United Developmental Services, Lebanon  
 United Way of Northern New Hampshire  
 United Way of the Upper Valley  
 Upper Valley Senior Center, Lebanon  
 USDA  
 Valley Regional Hospital  
 Vaughan Center  
 Vic Geary Community Center  
 Visiting Nurse Alliance of Vermont and New Hampshire  
 Visiting Nurse and Hospice Care Services of Northern  
 Carroll County  
 Visiting Nurses Association of Franklin  
 VNA/ Hospice of Southern Carroll County  
 Walmart  
 Wentworth-Douglass Hospital  
 West Central Behavioral Health  
 WEZS Radio  
 Whispering Pines II  
 White Birch Community Center  
 WMEX Radio  
 WOKQ/WPKQ Radio  
 Wolfeboro Caregivers  
 Your VNA



# PROGRAM EVALUATION

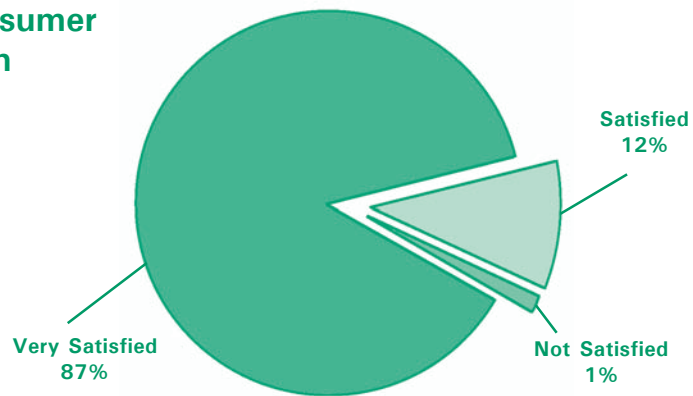
## Consumer Satisfaction:

ServiceLink utilizes a statewide Consumer Satisfaction Survey to measure quality of services, as well as to collect recommendations that assure ongoing quality improvements. In SFY 2005, over 1,500 surveys were sent to people who received services from ServiceLink. Of the 45% who responded, 87% were very satisfied and 12% were satisfied. Only 1% reported they were not satisfied, primarily because their needs would not be met; i.e., the services were unavailable in their communities.

*"I am a great fan of ServiceLink. I have recommended it to families and professionals in the area."*

*– Lorry Kenton, RN, Hanover NH*

**ServiceLink Consumer Satisfaction SFY 05**



## Outcome Measures:

Outcome data helps ServiceLink better understand both consumers and programs and to discover which practices are more effective than others. Program outcome measurement strengthens ServiceLink's position as a trusted community impact partner and leader. It demonstrates ServiceLink's commitment to achieving and reporting results and illustrates its use of facts in decision-making.

Examples of outcome measures for ServiceLink are as follows:

- 98% of respondents said they would recommend ServiceLink to a family member or friend.
- 97% of respondents expressed that they would use ServiceLink again.

## Support:

Support is available to help consumers and their families make informed choices among service options. Supporting individuals in making informed decisions and remaining in control of their own futures is another ServiceLink goal. The Network documents specific outcome measures pertaining to the results of the information given to consumers. In SFY 2005, 94% of consumers said that the assistance they received from ServiceLink helped them make more informed decisions about their service options.



# TRANSITIONS, FUTURE PROSPECTS, AND GOALS

Building upon existing partnerships, ServiceLink is once again poised to transition: Prepared to assimilate new duties and to train on new tasks while remaining vigilant to the Network's founding vision of empowering and supporting consumers to make informed decisions, plans, and social connections that allow them to live as independently and fully as possible.

Over the next several decades, the number of Americans needing long-term care support services is expected to reach unprecedented levels as the baby boomers reach retirement age. NH's ServiceLink and ServiceLink Resource Centers are ready to meet the challenge as a place for people to go in NH for information, referral, and assistance, training, and education.

As the statistics in this Annual Report show, NH consumers are increasingly relying on ServiceLink as a vital "entry point" into the system of long-term supports. Thus it is critical that the ServiceLink vision align with the Mission and Vision of BEAS. The New Hampshire Long Term Support System is person-centered, promoting the right and ability of individuals, families, and caregivers in need of supports to exercise choice and direction, thus maximizing the independence, dignity and quality of life of the individual receiving care. BEAS shares leadership within New Hampshire in developing and funding long-term supports and in advocating for elders, adults with disabilities and caregivers.

As a result of this, BEAS has developed strategic goals in its State Plan on Aging:

- Increase the number of older people who have access to an integrated array of health and social supports
- Increase the number of older people who stay active and healthy
- Increase the number of families who are supported in their efforts to care for their loved ones at home and in the community.
- Increase the number of older people who benefit from programs that protect their rights and prevent elder abuse, neglect and exploitation.

Specific ServiceLink operating and programmatic goals for SFY 2006 have been established in support of achieving this strategy:

- Transition ServiceLink offices in three additional counties into ServiceLink Resource Center pilots with statewide implementation of the ServiceLink Resource Center model by the end of 2006.
- Expansion of the ServiceLink Medicare Learning Centers to include Health Insurance Counseling Education and Assistance Services (HICEAS) trained staff at ServiceLink. This will provide consumers a community setting to get information and assistance on the Medicare prescription drug benefit.
- Implementation of a publicly accessible resource database of long-term care services, disability services, and caregiver supports.
- Increase professional credentials of all ServiceLink Resource Center staff as certified Informational and Referral Specialists in Aging by the Alliance of Information and Referral Systems National Organization.

**TOLL FREE 1-866-634-9412**  
**www.servicelink.org**

## SERVICELINK LOCATIONS

### **ServiceLink Resource Center of Belknap County**

780 No. Main St.  
Laconia, NH, 03246  
Local Line: 528-6945 – Fax: 527-3790  
Lisa Morris, Center Manager  
Nancy Bacon, LTS Counselor  
Ellie Donnelly, I&R Specialist  
Carol McCall, LTS Nurse  
Velma Harrison, Caregiver Advocate: 527-3791

### **Carroll County ServiceLink**

448 White Mountain Highway, P.O. Box 420  
Chocorua, NH 03817  
Local Line: 323-9394 – Fax: 323-7508  
Susan Deyoe, Program Director  
Kimberly Guptill, Program Coordinator

### **Coos County ServiceLink**

Berlin Senior Center  
610 Sullivan St., Suite 6  
Berlin, NH 03570  
Local Line: 752-6407 – Fax: 752-1824  
Patti Stolte, Program Director  
Paul Robitaille, Program Coordinator

### **Grafton County ServiceLink**

Center for Elder Services  
10 Campbell St., P.O. Box 433  
Lebanon, NH 03766  
Local Line: 448-1835 – Fax: 448-3906  
Dana Michalovic, Program Director  
Sally Edson, Program Coordinator

### **Littleton Area Senior Center**

77 Riverglen Ln. PO Box 98  
Littleton, NH 03561  
Local Line: 444-4498 – Fax: 444-1612  
Vacant, Contact person

### **ServiceLink Resource Center of Hillsborough County**

#### **Manchester**

Easter Seals NH  
555 Auburn St.  
Manchester, NH 03103  
Local Line: 644-2240 – Fax: 644-2361  
Dennis Hett, Center Manager  
Barbara Gamelin, LTS Counselor  
Nancy Sevigny, I&R Specialist

#### **Nashua**

144 Canal St.  
Nashua, NH 03064  
Local Line: 598-4709 – Fax: 883-1568  
Vacant, LTS Counselor  
Vacant, I&R Specialist

### **ServiceLink Resource Center of Merrimack County**

2 Industrial Park Drive PO Box 1016  
Concord, NH 03302  
Beth Benson, Center Manager  
Eve Slawsky, LTS Counselor  
Bobbi Blades, I&R Specialist

### **ServiceLink Resource Center of the Monadnock Region**

20 Norway Ave.  
Keene NH 03431  
Local Line: 357-1922 – Fax: 352-8822  
Jennifer Seher, Center Manager  
Pam Marsh, LTS Counselor  
Kim Lauer, I&R Specialist

### **Rockingham County ServiceLink Seacoast**

270 West Rd., Unit 1A  
Portsmouth, NH 03801  
Local Line: 334-6594 – Fax: 334-6596  
Becky May, Seacoast Director  
Patti Fredette, Program Coordinator

### **Salem**

154 Main St. PO Box 1363  
Salem, NH 03079  
Local Line: 893-9769 – Fax: 893-1339  
Connie Young, Salem Director  
Patti Fredette, Program Coordinator

### **ServiceLink Resource Center of Strafford County**

1 Wakefield St. Suite 306  
Rochester, NH 03867  
Local Line: 332-7398 – Fax: 335-8010  
Becky Silvia, Center Manager  
Martha Maynard, I&R Specialist  
Kristy Hayden-Grace, LTS Counselor  
Kathy Spedding, LTS Nurse  
Velma Harrison, Caregiver Advocate

### **Sullivan County ServiceLink**

96 Main St., PO Box 1338  
Claremont, NH 03743  
Local Line: 542-5177 – Fax: 542 -2640  
Gail Merrill, Program Director  
Corina Young, Program Coordinator